DDD SERVICE BUREAU REVIEW

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1.0 GENERAL 1

Attachment: 1. DDD Service Bureau Review — Check List

1.0 GENERAL

1.01 This section provides a check list which can be used to evaluate the effectiveness and the range of operations of DDD Service Bureaus.

1.02 The list can be used by Bureau managers to check their operations, or by members of the Division Steering or Service Improvement Committees to perform operational type reviews.

1.03 The list includes the various types of information which is available to a Bureau to help it locate and correct specific trouble conditions or problem areas. There will be some variation between Bureaus as to the types of data being used, as well as how it is used. However, the important consideration should be how ***effectively*** the data is ***acquired*** and ***used***.

1.04 The check list is divided into the following (6) six categories —

A — Input Data

B — Data Handling Procedures

C — Analysis Methods

D — Personnel

E — Administration

F — Miscellaneous

1.05 So it can be reproduced locally, the check list is being provided as Attachment #1 to this section.

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DDD SERVICE BUREAU REVIEW
CHECK LIST

Company _____ Location _____

Evaluator _____ Date of Review _____

*S=Satisfactory U=Unsatisfactory

ITEM	YES	NO	*	REMARKS
A— INPUT DATA				
Operator Reports				
1. NRNA				
2. WNO				
3. Supervision (Improper)				
4. RO				
5. Credit Requests (WNO, Noise, Cutoff)				
6. 121				
7. 131				
8. Local Assist (DSA)				
9. Transmission				
10. Cutoff				
11. After Hour Reporting				
12. % Of Reportable Troubles				
Customer Reports				
1. From Operators				
2. From Commercial				
3. From Plant Service Center				
4. Other				

ITEM	YES	NO	*	REMARKS
Employee Reports				
Service Observing				
Dial Line (DDD)				
1. Verbal Report				
2. Daily – Summary				
3. Monthly Summary				
4. Detailed Printout				
5. Used For Patterns				
6. Used For Test Calls				
7. Result Trend				
Incoming Trunk				
1. Verbal Report				
2. Daily Summary				
3. Monthly Summary				
4. Detailed Printout				
5. Used For Patterns				
6. Used For Test Calls				
7. Result Trend				
Outgoing Trunk				
1. Verbal Report				
2. Daily Summary				
3. Monthly Summary				
4. Detailed Printout				

ITEM	YES	NO	*	REMARKS
5. Used For Patterns				
6. Used For Test Calls				
7. Result Trend				
Supplementary				
1. Standard Report Form Used				
2. Performed By –				
3. Frequency				
4. Number of Sets				
5. Type of Set				
Service Affecting Failures				
Post Billing Complaints				
Centralized Ticket Investigation (CTI)				
Trouble Found Data				
1. Printouts				
2. Summaries				
No Trouble Found Data				
1. Printouts				
2. Summaries				
Reorder Trap Data				
1. Run By Bureau				
2. Feed Back From C. O.				
3. Printouts				

ITEM	YES	NO*	REMARKS
AMA Tape % Completion			
Connection Appraisal Data			
Unmatched Messages			
1. 555-1212			
2. Pots to TWX			
3. TWX to Pots			
4. NPA-NNX Rejects			
5. Extended Area Calls on Network			
Special Services Failures			
1. TWX			
2. Data			
3. Overseas Dialing			
ANI — Errors			
Data From Other Bureaus			

ITEM	YES	NO	*	REMARKS
B— DATA HANDLING PROCEDURES				
Recording of Trouble Reports				
1. Manual				
2. Mechanical				
3. Machine Analysis				
4. Manual Analysis				
5. Speed of Answer				
Types of Stroke Records				
1. Trunk History				
2. Trouble Found				
3. No Trouble Found				
4. Daily Observing Logs				
5. Frequency of Printouts				
Data Processing Center				
1. Produce Printouts				
2. Handle Special Requests				

ITEM	YES	NO	*	REMARKS

ITEM	YES	NO	*	REMARKS
C— ANALYSIS METHODS				
Hold & Trace				
1. Prime Area				
2. Prime Area Ext.				
3. Beyond				
4. Hold No-Ring				
5. Hold NOA				
6. Hold Transmission				
7. Hold Supervision				
8. Hold Other				
9. Weak Spots Identified				
10. Busy Hour Avoided				
11. Busy Groups Avoided				
12. % Found Troubles				
13. Average Trace Time				
14. % Traced				
15. H & T Controlled				
16. Lock Out				
17. Tone & Probe				
Call-Thru-Testing				
1. Prime Area				
2. Prime Area Ext.				
3. Beyond				
4. Weak Spots Identified				

ITEM	YES	NO	*	REMARKS
5. Busy Hour Avoided				
6. Busy Groups Avoided				
7. Number of Test Calls				
8. % Found Trouble				
9. Call-Thru Testing Controlled				
10. How Performed				
11. Type Call-Thru Set				
Pattern Analysis Printouts				
1. Reports & Traces				
2. Service Observing				
3. ROs				
4. Credit Requests				
5. Is All Data Merged				
6. TF – Printouts				
7. NTF – Printouts				
8. RO Trap Printouts				
Pattern Referral				
1. % Found Trouble				
2. Field Acceptance				
3. Prompt Feed Back				
4. How Referred				
Weak Spots Identified				
Work Error Analysis				
Ineffective Machine Attempts				

ITEM	YES	NO	*	REMARKS
Verbal Reports Sorted				
1. Tickets Bined				
2. Current Analysis				
3. Trunks Identified				
4. Toll Center Identified				
5. End Office Analysis				
Reports of Outages Analyzed				

ITEM	YES	NO	*	REMARKS

ITEM	YES	NO	*	REMARKS
D— PERSONNEL				
1. Proper Background				
2. Know Traffic Patterns				
3. Know Trunk Capacities				
4. Test Center Operation				
5. Adequate Clerks				
6. Adequate Analyzers				
7. Clerical Work — By Clerks				
8. Good Telephone Usage				
9. Vacation Relief				

ITEM	YES	NO	*	REMARKS

ITEM	YES	NO	*	REMARKS
E— ADMINISTRATION				
Adequate Supervision				
Bureau Objectives Stated				
Bureau Accepted By Depts.				
Management Reports Issued				
Improvement Plan Current				
Exchange Bureau Findings W/Staff				
Assist In C.O. Reviews				
Status Board Used				
Space Adequate				
Furniture Adequate				
Communications Adequate				
Housekeeping				
Record Storage				
Location Adequate				
Reproduction Available				
Printouts Promptly Provided				
Conference Room Available				
Week Spots Identified				
1. Reports/1000 Stations				
2. Reports/100CCS				
3. Reports/Call Volume				
4. Other				

ITEM	YES	NO	*	REMARKS
F— MISCELLANEOUS				
E.B.A.C.				
1. Analyzed By Bureau				
2. Other (Where)				
3. Patterns issued per month				
4. % Found Trouble				
5. Field Involvement				
6. Size of EBAC team				
7. Results Trended				
8. Estimate of "Lost Revenues" Corrected				